

THE TIME IS NOW! PLANNING FOR THE UNEXPECTED



CONTINUITY PLANNING FOR NONPROFIT AND COMMUNITY ORGANIZATIONS

IMMIGRANT TASK FORCE SPEAKER SERIES

MISSION:

The **NYC Citizen Corps Council** is part of the national Citizen Corps initiative to bring together local leaders from community organizations, government, the private sector, and volunteer programs. The Council promotes grassroots emergency preparedness and volunteerism and helps enable New Yorkers to prepare for, respond to, and recover from disasters.

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EMERGENCIES HAPPEN ALL THE TIME



LOW COST STEPS TO PROTECT YOUR ORGANIZATION



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INTRODUCTIONS

Name

Organization and Role

Time Affected by Disaster

Hope to Learn

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AGENDA

Introduction

Basic Information

Organizational Analysis

Maintaining the Plan

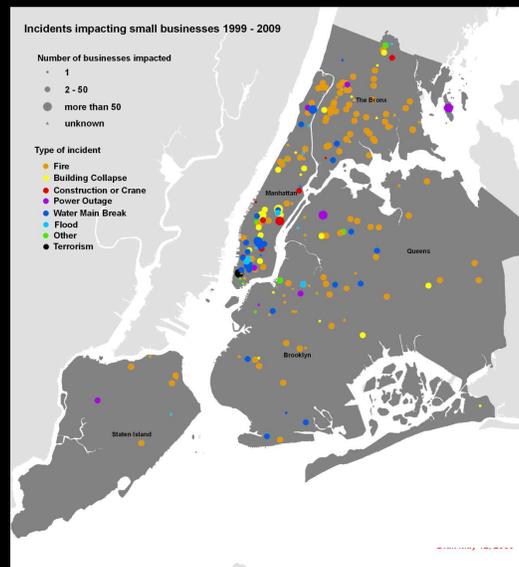
Next Steps

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DEFINITIONS

- **Disaster Defined:**
 - “a sudden calamitous event bringing great damage, loss, or destruction.”
- **Emergency Defined:**
 - “an unforeseen combination of circumstances or the resulting state that calls for immediate action.”
- **Business Continuity Defined:**
 - “An holistic management process that identifies potential impacts that threaten an organization, and provides a framework for building resilience and the capability for an effective response which safeguards the interests of its key stakeholders, reputation, brand and value-creating activities.”

DISASTERS OCCURING IN NYC



NYC NONPROFIT ORGANIZATIONS

- There were over 42,000 registered nonprofits in NYC last year.
- Nonprofits play a critical role in community preparedness and response!
- Challenges:
 - Staff cutbacks
 - Small budget
 - Limited time/resources for emergency planning

BASIC INFORMATION

BASIC INFORMATION

- Place to keep important phone numbers and addresses together—both *internal* & *external*
- Designation of a back-up facility/location
- Designation of key people/partners (i.e., crisis manager, plan owner and spokesperson)
- Identification of critical functions

RESOURCES AND PARTNERS

- Local police precinct, firehouse, hospital
- Building manager/landlord information
- Utilities companies and account numbers
- Insurance policy information/numbers
- Professional advisors, such as accountant, attorney, etc
- Suppliers and contractors—for goods *and* services

ORGANIZATIONAL ANALYSIS

PREPARE

Knowing your organization during normal operations is crucial to having a healthy response during an emergency.

- Identify your organization's risks
- Identify your critical programs and services
- Internal resources and capabilities
- Number/needs of clients
- Volunteers

DEFINING CRITICAL FUNCTIONS

Critical Programs and Services are?

- Time sensitive
- Given limited resources, can't go without them
- Essential to operations

ORGANIZATIONAL ANALYSIS

- Vital Records
 - Off-site location storage, back-up files, possible IT issues
- Partner Organizations
 - In neighborhood or doing similar work
- Communication Strategies
 - With employees, clients, & volunteers

MAINTAINING THE PLAN

REVIEWING AND UPDATING THE PLAN

- Define a planning team
- Establish a regular review cycle
- Train on and test the plan!
 - Train/test processes and communications

NEXT STEPS

GENERAL TOPICS

- I. Risks and Critical Functions
- II. Coordination and Management
- III. Authorities and Succession
- IV. Communications
- V. Vital Records
- VI. Information Technology
- VII. Human Capital
- VIII. Policies and Procedures
- IX. Alternate Locations/Facilities

KEY CONSIDERATIONS

- Business continuity and planning is dynamic
- Something is better than nothing
- Iteration is the path to success
- Small changes can have big impacts
- Planning includes staff, volunteers, and external partners
- Worksheet is meant to help you start the process

NEXT STEPS

- Human resource policies
 - Coming to work late/working from home during emergencies
 - Overtime
 - Transportation
 - Essential employees
 - Time off for personal emergencies
- Vital records, computer security, sensitive information

READY NEW YORK

- If individuals are prepared at home, they will have more time to assist with your organization's recovery
- Ready New York guides
 - Includes information for all types of emergencies and for business, individuals, pets, flu, flooding, hurricanes, seniors, kids, and heat
- Available in 23 languages
- Preparedness presentations
- Website: www.NYC.gov/readyny

GET INFORMED: EMERGENCY ALERTS

Notify NYC:

- Emergency alerts, and event notifications
- Available for email, phone, or SMS text
- For up to 5 zip codes in NYC
- www.NYC.gov/notify

CorpNet:

- Free-mail alerts on non-sensitive emergency situations
- Available to legitimate corporate e-mail addresses
- More than 1,500 corporate subscribers
- www.NYC.gov/corpNet

ADDITIONAL RESOURCES

- Other nonprofit and community organizations
- Disaster-Net.com
- FEMA (www.fema.gov)
- NYC Citizen Corps Council (www.NYC.gov/citizencorps)
- NYC Office of Emergency Management (www.NYC.gov/oem)
- NYC Small Business Services (www.NYC.gov/sbs)
- Ready.gov (www.ready.gov)
- Ready New York (www.NYC.gov/readyny)
- Preparemybusiness.org

SCENARIO

QUESTIONS:

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